

(19) World Intellectual Property Organization
International Bureau



(43) International Publication Date
26 January 2006 (26.01.2006)

PCT

(10) International Publication Number
WO 2006/009730 A1

(51) International Patent Classification⁷: **G06F 17/60**

(21) International Application Number:
PCT/US2005/021108

(22) International Filing Date: 16 June 2005 (16.06.2005)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
60/580,180 16 June 2004 (16.06.2004) US

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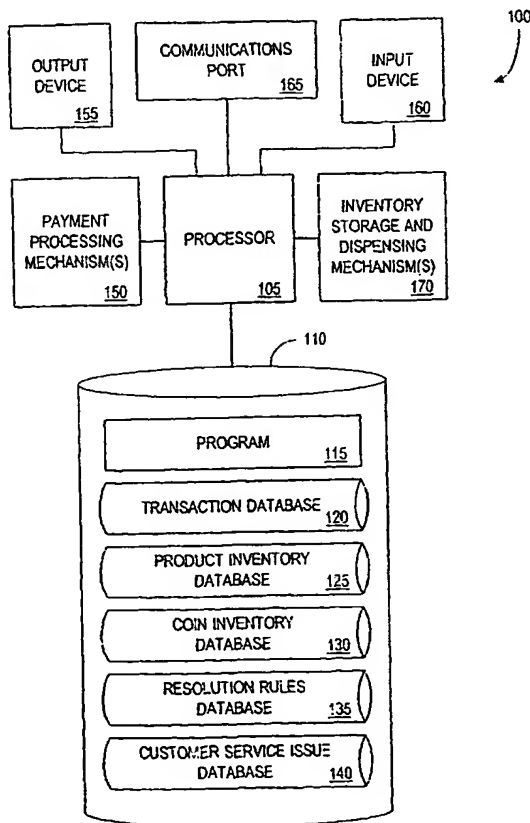
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(81) Designated States (unless otherwise indicated, for every
kind of national protection available): AE, AG, AL, AM,
AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN,
CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI,
GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE,
KG, KM, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA,
MD, MG, MK, MN, MW, MX, MZ, NA, NG, NI, NO, NZ,
OM, PG, PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL,
SM, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC,
VN, YU, ZA, ZM, ZW.

(84) Designated States (unless otherwise indicated, for every
kind of regional protection available): ARIPO (BW, GH,
GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM,
ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM),
European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI,
FR, GB, GR, HU, IE, IS, IT, LT, LU, MC, NL, PL, PT, RO,

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(54) Title: PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE



(57) Abstract: According to an embodiment, a vending machine or other device receives, from a customer, a request for a product to be dispensed by a vending machine. It is determined that a customer service issue exists with the vending machine. It is also determined whether to provide a resolution to the customer service issue, and the resolution is provided to the vending machine customer.